



## North Carolina Department of Health and Human Services

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### LME-MCO Communication Bulletin #J228

Date: November 17, 2016

To: LME-MCOs

From: Linda Rascoe, Associate Director, Community Based Services, DMA and Mabel McGlothlen, Team Leader for System Performance and Project Management, DMH/DD/SAS

Subject: Expedited Personal Care Services

Medicaid Personal Care Services (PCS) is a North Carolina health assistance program for qualified beneficiaries, who, because of a physical or developmental disability, cognitive impairment, or chronic health condition, are unable to accomplish tasks that they would ordinarily do for themselves if they were not disabled. Covered services under this program include hands-on assistance by a paraprofessional aide with Activities of Daily Living (ADLs). The State of North Carolina recognizes the following five ADLs: Bathing, Dressing Mobility, Toileting, and Eating.

Individuals served through the Transitions to Community Living Initiative (TCLI) are eligible to receive an expedited PCS assessment. This bulletin informs LME-MCOs of the process to request an expedited PCS assessment and only applies to individuals served through TCLI.

Liberty Healthcare of North Carolina (LHC-NC) is currently the DMA vendor responsible for conducting expedited assessments for the purpose of determining eligibility and authorizing personal care services. To qualify for the expedited process, individuals served through TCLI must be medically stable and eligible for Medicaid or pending Medicaid eligibility.

- If the individual's Medicaid eligibility is pending, the provisional authorization remains pending until Medicaid eligibility is effective.
- If the individual is not Medicaid eligible within the 60 calendar day provisional period, the individual must request PCS through the standard PCS assessment process.

If eligibility requirements are met, the LME-MCO may request an Expedited Assessment by faxing a completed Request for Independent Assessment for PCS DMA-3051 Form to LHC-NC at 919-322-5942 or 855-740-0200

(toll free) followed by a call to LHC-NC at 855-740-1400. At the time of the follow up call, LME-MCOs must inform the Customer Service Team Member that the beneficiary is served by the Transitions to Community Living Initiative.

*Note:* For quick identification, where it indicates ‘Beneficiary Currently Resides’ in section A of the request form, the LME-MCO should indicate ‘TCLI’ on the ‘other line’. The Customer Service Team Member will review and immediately approve or deny the expedited assessment based on eligibility requirements only. If approved to move forward:

1. The caller will be transferred to a Request Processor who will process the request.
2. Once processed, the Request Processor will transfer the call to a LHC-NC nurse who will conduct a brief telephone assessment comprised of 15 questions directly related to the 5 ADLs.
3. If eligible for PCS based on the telephone assessment, the beneficiary will immediately be awarded temporary hours for PCS services and a letter will be sent to the selected PCS Provider.
4. Following the expedited process, LHC-NC will contact the beneficiary within 14 business days to schedule and complete an independent assessment in the beneficiary’s place of residence.

Individuals approved for PCS through the expedited process will receive a provisional authorization for up to 60 hours and are subject to a standard PCS assessment within 14 business days. The provisional prior approval must not exceed a 60 calendar day period without DMA approval. LHC-NC is only authorized to process expedited assessment requests from designated LME-MCO PCS Expedited Review Contacts. Expedited assessment requests from other staff members will not be processed.

Prior to contacting LHC-NC, LME-MCOs must be knowledgeable of the beneficiary’s Activity of Daily Living needs and should ensure that the individual is given a choice of provider. A PCS provider must be identified before the request can be processed. A list of PCS providers can be found at <http://nc-pcs.com/search-for-providers/index.php>.

If there are questions regarding the need for Personal Care Services, contact LHC-NC at 919-322-5944 or 855-740-1400.

For questions regarding the TCLI Expedited PCS process, please contact PCS Policy Analyst, Shannon Spence at 919-855-4390 or [Shannon.spence@dhhs.nc.gov](mailto:Shannon.spence@dhhs.nc.gov), or Beverly Bell at 919-855-4321 or [Beverly.bell@dhhs.nc.gov](mailto:Beverly.bell@dhhs.nc.gov).

Previous bulletins can be accessed at: <https://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>

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